"PASSENGER'S PERCEPTION TOWARDS MUMBAI'S METRO TRAINS FROM GHATKOPAR TO VERSOVA OF ANDHERI TALUKA"

A RESEARCH

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Introduction:

Greater Mumbai is the financial capital of India and the heart of its commercial and trade activities. Mumbai has the advantage of a high modal share of the public (88%) in favor of a public mass transport system. The existing Mumbai Suburban Railway carries over 6.94 million passengers every day, and is supplemented by the BEST bus system, which provides feeder services to station-going passengers to allow them to complete their journeys. However, due to the city's geographical constraints rapid growth of residential complex, corporate houses and International airport, road and rail infrastructure development has not been able to keep pace with growing demand over the past several decades.

Maharashtra government was looking for the means to better the traffic and transportation scene in Mumbai. The government wanted to come up with something that would meet the future travel needs of the commuters well. It was this exploration of idea that brought the various options of mass transit system in the picture. A detailed study was done in this area under the guidance of Indo-German Technical Co-operation by assigning the consultancy work to TEWET in alliance with DE-Consult and TCS in the year 1997-2000. A mass transit passage from Andheri to Ghatkopar was recommended in the study. Meanwhile, DMRC (Delhi Metro Rail Corporation) chalked the master plan for Mumbai metro, suggesting an extension of Andheri-Ghatkopar route to Versova. Subsequently, the construction work of the metro system in Mumbai gained pace and is being performed under the Public Private Partnership (PPP) format.

Though extensive, the Mumbai Suburban Railway is not built to rapid transit specifications. In May 2003, the original Mumbai rapid-transit plan was updated to include an elevated 10 Kilometer LRT system, to be built between Andheri and Ghatkopar via Asalpha, Marol, Chakala and Saki Naka. In January 2004, a master transit plan was unveiled by the Mumbai Metropolitan Region Development Authority (MMRDA). The plan integrated a 146- kilometer long metro system of which 32 km is underground. In June 2004, government approval was given for 11.07 km length consisting of 12 stations elevated light rail line between Ghatkopar and Versova.

Line 1 connects Versova, Andheri in Western Suburbs to Ghatkopar in the Eastern Suburbs, covering a distance of 11.4 kilometers. It is fully elevated, and consists of 12 stations. Work on the Versova – Andheri – Ghatkopar corridor, a part of Phase I, began on 8 February, 2008. A crucial bridge on the project was completed at the end of 2012. The line opened for

service on 8 June, 2014. Line 1 of Mumbai Metro has 12 stations in the V – A – G Corridor, Versova, D.N.Nagar, Azad Nagar, Andheri, Western Express Highway, Chakala, Airport Road, Marol Naka, Saki Naka, Asalpha, Nagruti Nagar and Ghatkopar.

2. Importance of the Study:

Andheri- Kurla Road is one of the busiest road in the world. There is rapid growth of residential complexes, corporate houses, school, and colleges in this area. As a result this road is become more traffic congested. The frequency of buses on this route is not sufficient as it required. There is not any public transport which connects directly between Versova to Ghatkopar.

The researcher has tried the best of his abilities to get the closest information to make research authentic as possible

3. Significance of the Study:

The research will significantly throw light on such projects where large number of areas, people are involved and benefits of such a large project. It will be an eye opener for readers and the authorities for planning such projects and benefits of such projects in other parts of Mumbai.

4. Limitations of the study:

The Researcher is conducting study between Ghatkopar and Versova.

5. Objectives of the Study:

1. To study the benefits of the Metro trains over other means of transports.
2. To study the facilities provided by the Metro trains.
3. To study the satisfaction level of the commuters.

6. Hypothesis of the study:

Hypothesis 1:

H0: There are no significant benefits of the Metro train over other means of transport.

H1: There are significant benefits of the Metro train over other means of transport.

Hypothesis 2:

H0: Metro train does not provide significant facilities.

H1: Metro train provides significant facilities.

Hypothesis 3:

H0: Commuters of the metro train are not significantly satisfied.

H1: Commuters of the metro train are significantly satisfied.

7. Scope of the Study:

It will help to understand need, benefits, facilities and satisfaction level of the commuters of the Mumbai Metro trains.

8. Research Methodology:

A. Data collection:

1) **Primary data** will be collected from Mumbai Metro train passengers both male and females, NGO's, Government agencies by the extensive use of following data gathering techniques and tools.

- Questionnaire.
- Personal interviews
- Observation through personal visits.
- Telephonic and e-mail interviews.

2)**Secondary data** will be collected from various references which already exist and would be published in future like books, articles in newspapers like Hindustan times, DNA and Times of India, Indian Express etc. from time to time. The articles in magazines as well as Web and Internet support will also be considered for the purpose of secondary data collection.

9. ProposedChapterLayout

1) Introduction.
2) Review of literature.
3) Research methodology.
4) Analysis and interpretation of data.
5) Finding, Suggestion and Conclusions.
6) Reference

Annexure

1. Questionnaire

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Research Scholar — Research Guide